

Commonwealth of Massachusetts
Department of Telecommunications and Energy
Fitchburg Gas and Electric Light Company
Docket No. D.T.E. 02-24/25
Record Request Response

Record Request No.: DTE-RR-49 (Common)

Reference Attachment DTE-7-32, page 1 of 1. What is the source of the Web Site Development cost of \$90,684?

Response:

The source of the Web Site Development cost of \$90,684 was charges from Unitil Service Corp. to FG&E. The time of USC employees' work on FG&E's web site was charged to the project authorization.

The Web Site Development was based upon the need to develop and enhance both general systems and functional applications as follows:

General Systems:

Administrative Functionality -

- * Security system through password and administration
- * Forms and process management system
- * Interactive processing control system
- * Profile creation and control system

Functional Applications:

Service Center - Encompassing All Customers & All Companies

- * Forms for meter reading, customer budgets, customer changes of location, etc.
- * Interactive budget processing
- * Informational displays for the customer and for CIS covering customer billing, usage, and account history

Economic Development -

- * Property management data base system

Energy Efficiency -

- * Energy catalogue
- * Content enhancement
- * Audit program

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